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Application No. 10/002,743
Information Disclosure Statement

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Attorney Docket No. 01702/LH

IN THE UNITED STATES PATENT
AND TRADEMARK OFFICE

Applicant(s): Toshio UENO

Serial No. : 10/002,743

Filed : November 2, 2001

For : TECHNICAL SUPPORT SYSTEM

Art Unit : 3623

Examiner : Romain Jeanty

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N. Sabadeo

Nahid F. Sabadeo

Dated: March 7, 2005

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S I R :

Submitted herewith are forms PTO/SB/08A and PTO/SB/08B
listing the particulars of eleven U.S. publications and one
literature reference which were cited by the Examiner in related
application Serial Nos. 10/002,744, 10/002,745 and 09/813,209. A
copy of the literature reference is attached.

This IDS is being submitted before the issuance of a first
Office Action. Therefore, it is respectfully submitted that no
fees are required. Nonetheless, authorization is hereby given to
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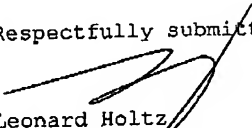
Application No. 10/002,743

Customer No. 01933

Information Disclosure Statement

It is respectfully requested that the Examiner return initialed copies of the attached forms PTO/SB/08A and PTO/SB/08B to confirm that the publications listed thereon have all been considered and made of record.

Respectfully submitted,


Leonard Holtz
Reg. No. 22,874

Dated: March 7, 2005

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT		Application Number		10/002,743			
		Filing Date		November 2, 2001			
		First Named Inventor		Toshio YENO			
		Group Art Unit		3623			
		Examiner Name		Romain Jeanty			
Sheet	2	of	2	Attorney Docket Number		01702/LH	
NON PATENT LITERATURE DOCUMENTS							
Exam Initi ¹	Cite No ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.					T ⁴
		Hilbert, David M., et al., "An Approach to Large-Scale Collection of Application Usage Data Over the Internet" Proceeding of the 20 th International Conference on Software Engineering, April 1998, ISBN 0-8186-8368-6, pages 136-142.					
Examiner Signature						Date Considered	

* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 809. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number. ² See kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Mark here if English translation is attached.

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